

Communication Checklist for Flexible Work Options

When developing flexible work arrangements, it’s important to determine when, where, and how the flexing employee will be available to management, coworkers and customers (internal and external). It is also important to decide on how accessible the employee needs to be when not at work. Below are some of the items that can be included in a communication plan to ensure successful flexible work. *Source: Adapted from: <http://familiesandwork.org/3w/tips/downloads/supervisors.pdf>*

Questions	Response
General Communication	
Who needs to be informed of the new schedule?	
What needs to be communicated to customers when the employee is not in the office?	
Will there be a back-up person identified? Who needs to know how to contact the back-up?	
Does a “not in office” outgoing message need to be active on the employee’s phone answering machine? If so, what does the message need to include?	
Does a “not in office” automatic reply need to be active on the employee’s email? If so, what does the reply need to include?	
How and When to be Reached	
When the employee is not in the office, will the employee be accessible? If so, how (phone, email)?	
Have specific times (days, hours, circumstances) of accessibility been defined?	
How can the employee be reached (forwarded office phone, fax, email address, mobile phone, home phone, pager)?	
When the employee is not in the office, how often will the employee check voice mails and/or emails?	
Will the employee be available for meetings? What contingency plans are in place in the event the meeting is scheduled with short notice?	
If working out of the office, how will the employee access information he/she might need?	
Where Can Information Be Found	
Who needs to be informed about employee’s filing system and where other critical information is kept?	
Who needs access to employee’s workspace, desk, and filing cabinets? Where will the keys be kept?	
What computer files need to be accessible while employee is out? Where will they be located (i.e. shared drive)?	
Does employee’s address book/contact log need to be accessible while employee is out? If so, how will it be made accessible?	
Does employee’s calendar need to be accessible while employee is out? If so, how will it be made accessible?	
What Identified Back Up Needs	
Does employee identified as back-up have the skills, training, information, and availability needed to be the back-up?	
When and how will information be shared between the employee and back-up?	
How Communication Plan Will Be Assessed	
How will manager, co-workers and customers give feedback on how the employee’s flexible work arrangement is working for them?	
Other Factors to Be Considered	